

**TCE Vendor Questions, Amendment 7**

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
501	Amendment 0004 - Question 440			For question number 440, "What is the current help desk call volume? What is the help desk call volume for different levels of severity?" Treasury's response was "The TCS has been averaging 743 trouble tickets per month over the last 12 months. (Min. Tickets 520 - Max. Tickets 1045)." What is the ratio of <i>calls</i> to trouble tickets to the Help Desk?	The ratio of of calls to trouble ticket data is not available.  The trouble tickets by severity are as follows: Level 1 = 1.1% Level 2 = 3.7% Level 3 = 39.1% Level 4 = 2.7% Level 5 = 53.3%
502	Section C.3.2.8.1	All	C-32	Are the primary and backup locations for TEDS located at Treasury-owned facilities?	The primary TEDS facility is a contractor-owned facility and the back-up facility is a Government facility.
503	Section C.3.2.8.1	All	C-32	Please specify the physical facility locations of any TEDS directories or shadows that are not located at either the primary or backup locations.	Current shadows are located at the TCS TCC facility and future shadows may potentially be located in Bureau facilities.
504	Amendment 0004 - Questions 420 & 433			The responses to questions 420 and 433 seem to provide conflicting information. Please clarify by specifying the exact number of hardware resources required for TEDS (i.e., master directories, meta directories, internet shadow directories, intranet shadow directories, tomcat web servers, and bureau shadow directories).	See Treasury Enterprise Directory System Profile.doc. This document is posted on <a href="http://www.FedTeDS.gov">www.FedTeDS.gov</a> .
505	Amendment 0004 Attachment J-2g			The clarifications provided in Amendment 4 on June 18, including the NPA/NXX and site address information in Table J-2g and Table J-2h, have been very useful. However, these new tables generated new questions. In particular, there are many discrepancies in site locations between Table J-2f and Table J-2g. We have also noticed major modifications to the amount of bandwidth specified at approximately 850 of the 1100+ sites between the old tables and the new tables. For example, the bandwidth at one of the locations was originally 326 Mbps in the original J tables, and now the bandwidth listed in Table J-2g for this location is 954 Mbps. In summary, we have noted a significant increase in bandwidth approaching a 500% increase across the above approximately 850 sites. Since considerable modifications to both the site locations and site bandwidth have significant impacts to the TCE design, cost, and transition schedule, we respectfully request Treasury to provide an extension of the proposal due date until 30 days after our receipt of your response to these questions. This extension will ensure that we have time to r	Extension to July 14, 2004 at 2:00 PM. See also response to Question 496.
506				Of the locations in the TCS network, which locations run the IPX protocol?	TCS does not currently route IPX across the core network.
507				Can the router at the TCS location encapsulate IPX into IP, or must the core contractor network route IPX natively?	Any IPX traffic is encapsulated prior to traversing the TCS core network
508				Where are the back-up servers located for DNS, SMTP Mail, and Directory Services? Are they on the government's premises or the contractor's premises?	TCS disaster recovery site. TCS back-up DNS, SMTP Mail, and Directory Services are located on government premises.
509				Can the government provide IPX and EIGRP routing information on a link by link basis?	Yes. Specific routing information will be provided upon award.
510				The recently adjusted J-2h2 spreadsheet still has many locations without NPA-NXX's, or addresses. Will you be providing this information?	The Government has provided all of the address and NPA-NXX information it has in the relevant databases. Vendors shall submit their proposal based on the information provided as of the release date of Amendment 7.
511				In response to Q 491 - C.3.1.2.4 "Will the current Treasury facility in Martinsburg be available to the Contractor for consideration in the Contractor's offering?" Treasury answered: "All baseline equipment will be available to the Contractor. See Attachment J-4 for a list of available equipment." Follow up Question: Will the actual facility, i.e., building, rooms, power sources, etc., be available to the Contractor for consideration in the Contractor's offering?"	No.

**TCE Vendor Questions, Amendment 7**

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
512	C.3.1.3.4			Will Treasury please provide documentation of the current DNS structure and associated infrastructure?	There are 140 external domains with 5,000 records and 65 internal domains with 14,000 records. Additional DNS information will be provided upon award. The TCS currently utilizes UNIX BIND DNS, located in the TCS NOC, to manage its external and internal domain names - 3 external servers and 3 internal servers.
513	Attachment J2h			Will the Government please provide the relevant NPANXXs for the locations listed below. It is understood that locations with no address information will be provided post-award, however some of the locations with addresses are missing NPANXX information.	Reference Question 510.
514	Q470			Please clarify which sites will be supported by the State Department's Diplomatic Telecommunications Service (DTS). Is a gateway between TCE and DTS required to support these sites? If so, please provide all relevant requirements for the gateway.	There is no current requirement to establish a gateway with DTS. The original questions which elicited the Government's response that DTS is used for foreign locations was in reply to vendor confusion on how they should potentially serve locations in European cities (per a list of undefined NPA-NXX). Bidders should use the information in attachment J-2g and J-2h for sites to be supported, and general guidance on geographic scope in section C.2. Also reference amended Attachment B-3.
515	Q470			Will the TCE contractor have any responsibility for CPE or security for sites supported by the DTS?	Reference Question 514.
516	Q470			Please clarify what is meant by "disregard these locations for pricing TCE"?	Reference Question 514.
517	Q405	C.1.8.1		In its response to Question 405, the Government provided configuration information for TCS. What is the version and licensing status of each of the software tools described below? Is the Government requiring the use of these tools or is the Government indicating that these tools are: (1) part of the asset transition and (2) may be used as the Contractor sees fit provided there is full compliance with the services and reporting required in the Solicitation?	All government owned TCS software licenses used in the management and operations of the network will be transitioned to the Contractor. See FIELDDED-SW-LIC.xls for a list of current SW licenses. This document is posted on www.FedTeDS.gov.
518	Q304	C.3.2.1		The Government's response to Question 304 indicated that an award might not be made until December 31, 2004, and that a notice to proceed might require another 30 days. To provide an accurate transition timeline that takes into account relatively long lead times for activities such as C&A, we request the Government provide a start date for all bidders to use for their transition timeline.	Bidders should base transition start dates on January 5, 2005 for the development of sample delivery orders. This date will be used for evaluation purposes only.
519	L.10.2 Tab E			The Government indicates it may require a Functional System Demonstration sometime after proposals are submitted? For planning purposes, will the Government provide an approximate post-submission schedule so bidders can anticipate these demonstrations and any other activities, such as orals, that may be required?	Schedules for demonstrations and similar will be established in September 2004.
520	Attachments J-2g & J-2h			Attachments J2G and J2H show "USCS", and "USSS" as Facility Types. Since US Customs Service and US Secret Service were moved to the Department of Homeland Security, we would like to validate that these sites are part of TCE.	Vendors should view J-2g as the current baseline of circuits in use. For purposes of crafting a proposal, J-2g should be used (including these sites).
521	Attachment J-2g			Regarding site code FRS028, would the government define 'GFE Voice'? Is the government requiring that these 22 T1's of voice traffic be converted and carried as IP between the points indicated? Has the voice signal already been converted to IP, and if so, at what compression ratio? What are the technical requirements for this type of traffic? Is the requirement for 'GFE Voice' only between just the two Fresno locations shown or does it need to interconnect with other locations?	The 22 T1s designated as 'GFE Voice' are circuits utilized for long distance voice service for site FRS028A.

**TCE Vendor Questions, Amendment 7**

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
522	Q470			The answer to question 470 states that "The State Department's Diplomatic Telecommunications Service(DTS) will be used to reach these international locations. Vendors may disregard these locations for pricing TCE." But there has been no change issued to Attachment B-3 which includes foreign locations. Is there a distinction between OCONUS locations and foreign locations? Of the non CONUS locations, can the government please specify exactly which ones need to be priced?	OCONUS refers to states and territories of the United States. Reference Question 514 and amended Attachment B-3.
523	Attachment J-2g			Attachment J2G includes connectivity to locations (such as LRL001) for which there are no CLINS. Would the government please provide the street address and/or NPA-NXX for those locations, remove them from J2G, or indicate how they should be calculated for purposes of price evaluation.	See section B.2.2 for local loop pricing guidance. CLINs are provided for transport; pricing lists are included for local loops (attachment B-2 should be completed for Category 1 and 2 loop pricing). Category 1 and 2 transport should be unbundled from local loops in TCE. For Category 3 sites, the Government prefers a flat-rate nationwide bundled price for loop and transport at each transport increment. Vendors choosing to bid unbundled loop and transport prices for Category 3 should use Table B-3 for Category 3 loops.
524	Q479			Regarding question 479, when does the Government define the completion of transition and thus the transfer of title on a site-by-site basis? Is it when the TCE service is installed, or after 30 days of error free service?	Transfer of title will occur within 30 days after notice to the incumbent TCS Contractor, which cannot take place until a system has been accepted.